

Hours Not Worked Emergency Medical Services

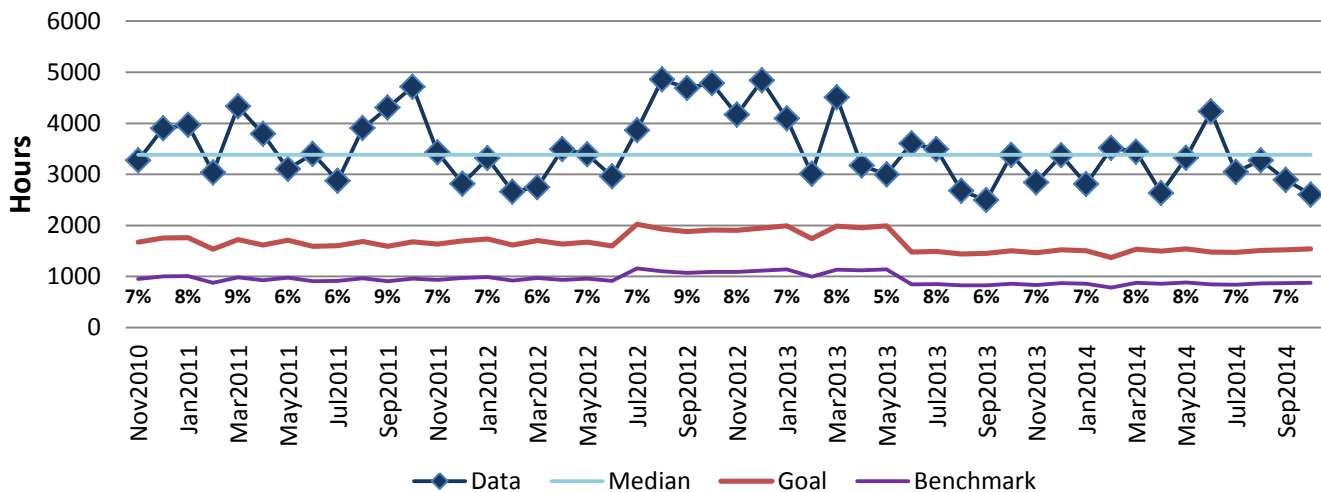


KPI Owner: Jordan Mudd

Process: Staffing Management

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY 2013 = 3,308 monthly avg or 7%		Data Source: Payable Time PeopleSoft	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions		
Goal: Maintain the hours not worked to at least 3.5% each month.		Goal Source: Enterprise KPI for productivity	Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays)		
Benchmark: Local Government rate of 2%		Benchmark Source: Bureau Labor Statistics	Why Measure: Better understand culture impact on employee attendance		
			Next Improvement Step: Continue progress on modified duty assignment and sick leave management. Begin Six Sigma project to reduce injuries.		
How Are We Doing?					
Nov2013-Oct2014 12 Month Goal	Nov2013-Oct2014 12 Month Actual		Oct2014 Goal	Oct2014 Actual	
17,980	38,002		1,541	2,604	
Hours	Hours		Hours	Hours	

Hours Not Worked



Nov2013-Oct2014 Pareto Analysis

